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August 18, 2022

Chris Magnus  
Commissioner  
U.S. Customs and Border Protection  
1300 Pennsylvania Ave. NW  
Washington, DC 20229

Dear Commissioner Magnus:


I write today to express concern and frustration regarding the delays in processing NEXUS applications and renewals, specifically scheduling interviews at enrollment centers, and to urge U.S. Customs and Border Protection (CBP) to address this backlog. Cross-border traffic remains diminished from the COVID-19 pandemic. To facilitate a return to pre-pandemic border crossing levels and economic activity, NEXUS applications and interviews must be processed and scheduled within a reasonable time frame.

United States NEXUS enrollment centers re-opened to the public on April 19<sup>th</sup>, 2022. The backlog in applications and interviews has been a problem since their opening. According to official correspondence from CBP, Trusted Traveler Program applications are being submitted at a rate of between 8,000 and 15,000 daily. At the time of writing, the soonest available appointment at the Niagara Falls, New York enrollment center was May 8<sup>th</sup>, 2023, nearly nine months from today's date. My district offices in Buffalo and Niagara Falls, New York receive frequent calls regarding how difficult it is to book an appointment, as the ability to cross the border smoothly is of the highest concern for my constituents.

The Centers for Disease Control and Prevention (CDC) recently announced it will no longer recommend social distancing or quarantining for individuals exposed to COVID-19. This shift indicates an ability to return to pre-pandemic operations and border policy should follow suit. However, border crossing metrics indicate barriers remain to resuming full activity. In June 2019, 462,665 personal vehicles crossed the border in the Buffalo-Niagara Falls region.<sup>1</sup> In June 2022, only 250,678 have crossed, representing only 54% of 2019 levels. These diminished operations are harmful to the United States economy as well as quality of life along our Northern Border. The timely processing of NEXUS applications and interviews will increase border activity as we work towards recovery from the COVID-19 pandemic.

Thank you for your consideration of this most important issue. I look forward to your reply.

Sincerely,



BRIAN HIGGINS  
Member of Congress

<sup>1</sup>"Border Crossing Entry Data | Monthly Data" United States Department of Transportation, August 15, 2022.  
<https://explore.dot.gov/views/BorderCrossingData/Monthly?%3Aembed=y&%3AisGuestRedirectFromVizportal=y>